September 16, 2011

To Whom It May Concern:

You are personally invited by the Rutherford County Purchasing Committee to submit a sealed bid for "Fire/Rescue Software" for Rutherford County, Tennessee on Tuesday, October 11, 2011. The bids will be opened at a meeting which will be held in Suite 205, Courthouse, One Public Square, Murfreesboro, Tennessee at 4:30 P.M. on that same date.

Bids must be in a sealed envelope, must be <u>clearly marked</u> that it is a sealed bid, and marked "SEALED BID – FIRE/RESCUE SOFTWARE" - and **must be received in the County Mayor's Office before 4:00 P.M. on that date.** A fax transmission will not be accepted. Bids which are mailed should be mailed to the following address and <u>must be delivered on time</u>: County Mayor's Office, Suite 101, Courthouse, One Public Square, Murfreesboro, TN 37130. ***Please provide an original and five copies of your bid unless otherwise specified in the bid documents.***

The Purchasing Committee reserves the right to accept the lowest or best bid and/or reject any and all bids.

Rutherford County intends to fully comply with TITLE VI of the CIVIL RIGHTS of 1964; 49 CFR 21. Please include with your bid a completed Certificate of Nondiscrimination and Contract Monitoring Form Compliance Survey. Forms are enclosed.

Specifications are enclosed. Questions should be referred to Brian Robertson at (615) 898-7762 brobertson@rutherfordcounty.org; Fire Chief Larry Farley at (615) 898-7764 lfarley@rutherfordcounty.org; or Chris Clark at cclark@rutherfordcounty.org.

Sincerely,

Ernest G. Burgess, Chairman
Purchasing Committee

EGB:vht

Enclosures

Rutherford County Fire/Rescue/Rescue Software Specifications

Company Name:_____

Address:_____

_____

Telephone:_____

Rutherford County Government wishes to purchase permitting software for the Fire/Rescue Department to meet the following specifications. Please provide summary pricing in the table below for the following:

A.   VENDOR COST SUMMARY

Total Cost

Software: _____

Installation: _____

Training: _____

Licensing   _____

Other: _____

First Year TOTAL: _____

Annual Maintenance Cost: _____

Optional Items

Integration Cost
Hourly rate: _____

Other Jurisdictions: Is the Vendor willing to honor this pricing for other Tennessee jurisdictions? Other jurisdictions would develop and execute their own contract independent of the county.

YES _____   **NO** _____

For questions in regard to this RFP please contact the following:

Brian Robertson

Larry Farley

Chris Clark

B.   ITEMIZED DESCRIPTION AND COST

This section provides all the itemized pricing information and description for the proposed software and services that meet the specifications of this RFP. Please provide any and all pricing and description information for any additional cost that the County did not include that is necessary for the system to run efficiently.

1.   SOFTWARE: All cost and descriptions.
2.   INSTALLATION: Cabling, etc.
3.   TRAINING: All cost and descriptions including any expenses.
4.   LICENSING: Any additional licensing per workstation
5.   OTHER

I.   VENDOR/CONTRACT INFORMATION:

INTENT: The objective of this RFP is to obtain Fire/Rescue software, along with supporting software, which will best serve the present and future needs of the County to support the Fire/Rescue Department management and reporting requirements. Appropriate software support must be included to achieve this goal. To assure the most cost effective purchase with a minimal level of operational disruption, it is mandatory that the equipment and software proposal meet or exceed the requirements specified in this RFP.

BACKGROUND: The system will be the first of its kind for the newly formed Rutherford County Fire/Rescue Department.

DATA INPUT AND INQUIRY: It is expected that Fire/Rescue department data entry will be done 24 hours a day. Daily inquiries into all files through workstations can be expected by administrators and personnel.

BID COPIES: Rutherford County requires that one original and five copies of the proposals be submitted.

STATE AND LEGAL REQUIREMENTS: The software proposed meets state, insurance and legal requirements including required reports and data storage. Rutherford County strictly follows all proper software licensing use and distribution regulations as defined by the Software Publishers' Association, the manufacturer, and other relevant regulatory agencies. By submission of this bid the vendor agrees to all terms and conditions stated therein. It is the bidder's responsibility to comply with all local, state and federal laws, regulations, codes, licensing, and other requirements. The bidder must be prepared to substantiate compliance upon request by the Purchasing Committee's representative.

HARDWARE AND SOFTWARE CONSIDERATIONS: Provide minimum and/or preferred server and workstation requirements. Software provided must be on electronic media capable of being used by basic IBM type hardware. Prices shall be itemized on the cost worksheet and include all training necessary to create an operational system.
Data should be stored in a Microsoft SQL Server format version 2005 or better.

RIGHT TO REJECT: Rutherford County reserves the right to reject any and all bids, to waive technicalities or informalities and to accept any proposal deemed to be in the best interest of Rutherford County.

LIABILITY AND INSURANCE: The selected vendor will save and hold harmless Rutherford County from any and all legal liability arising out of the infringement of any copyright in respect to the normal use of proposed or installed equipment or software.

PROPOSAL AND PRESENTATION COSTS:
Rutherford County will not be responsible in any way for any costs incurred by any bidder in preparation of its proposal to this bid, nor any for the presentation of its proposal and/or participation in any discussions or negotiations.

FULL PAYMENT:
Full payment will not be made until the vendor and the County has agreed that the system is fully functional and all staff have been trained appropriately. A partial payment consisting of half of the total cost will be made upon receipt of the invoice from the vendor. Another partial payment consisting of one quarter of the remaining total will be paid after training has been completed. The final quarter payment will not be made until the County is satisfied that the system if completely installed and operational.

INSTALLATION
The installation and training should be completed and the system is fully operational no more than 90 days from acceptance of bid. Penalty for failure to deliver within agreed upon parameters

shall result in a 5% cost decrease if the agreement is violated, and an additional 5% for every 10 days thereafter.

EVALUATION CRITERIA: Proposals will be evaluated and scored on the criteria listed below.

Criteria	Points
Cost of the software including ongoing costs.	25
Adherence to specifications.	25
The suitability of the software to meet the needs and requirements.	25
The ability of the vendor to show financial soundness and stability, proven track record with established accounts of equal or larger size.	25

PROPOSAL FORMAT: Proposals should be written in a concise, straight-forward manner. Bidders are to use the following format for the presentation of proposals:

PART I   A SIGNED STATEMENT AUTHORIZING SUBMISSION OF THE PROPOSAL

PART II   PROPOSER INFORMATION
Name, address, contact person, telephone number, fax number

PART III   PROPOSER AND/OR COMPANY HISTORY
Years in business, nature of business, location(s) of business, number of employees, nature of business plan (in relation to continued growth). An audited financial statement for the past three years.

PART IV   PROPOSAL
Detail your proposal here.

PART V   REFERENCES
Provide the organization name and address of clients currently using the proposed software. Also provide hardware platform being used as well as contact person's name and phone number.

PART VI   RESPONSES TO FUNCTIONAL REQUIREMENTS
Responses to the requirements listed in Section III of this RFP must be provided in the vendor's response. Vendors should use the format provided and add explanation details as necessary. The following answer key should be used when responding to the requirements:

Y = This feature is provided.

U = The proposed user tools can be used to include this feature.
F = There is a plan to provide this feature. (Include release date)
M = Modification would be required at an additional cost.
N = This feature is not provided.

PART VII   REQUIREMENTS
Submit responses to all items in Section II. Vendors should use the following responses:
"Acknowledged and adhered to" (Please provide explanation)
"Acknowledged and Adhered to by Different Means" (Please Explain)
"Acknowledged and Unable to Comply"

PART VIII   FORM CONTRACT
Submit form contract as part of bid response.

II.   TECHNICAL REQUIREMENTS

A.   TRAINING/INSTALLATION: Training will be conducted on site, utilizing the actual hardware and software accepted by the County. Chosen Administrative Staff and frequent Fire/Rescue department software users shall be trained. Once training is complete and system is operational, the Fire/Rescue Department would require a representative from Vendor to be present for first week. The training will be complete when staff can comfortably maintain the new system. Upon delivery and installation of the system, the Vendor and the Fire/Rescue Department of Rutherford County shall certify that the installation/connectivity for all of the equipment is complete and fully functional, and that the system has been certified to be operational.

B.   DATA BACKUP AND HISTORY: To safeguard data files, it is required that software provisions be made for daily unattended backup.

C.   CUSTOMER SERVICES: Software and application support must be provided by vendor's certified technical support staff to include telephone support, including toll-free access and hours of operation; delivery method of future upgrades and product enhancements; problem reporting and resolution procedures. What are your average and maximum response times, in hours, by severity level, for a telephone response to an initial call from a user site?

D.   DOCUMENTATION: Manuals describing all aspects of the operation of the system (including application software) must be provided.

E.   SERVICE AND MAINTENANCE AGREEMENT: An annual maintenance contract is required for the Fire/Rescue Department of Rutherford County for all proposed software.

All additional functionality developed by vendor, all enhancements developed by vendor, bug fixes, and updated user and system documentation should be in the annual maintenance agreement at no additional charge. Please provide hours of operation and average response times for the support center.

F.   SOFTWARE: The system must operate on IBM compatible hardware running 32 bit operating system or better. The application should be capable of operating on Microsoft Windows Server 2003 or better and Microsoft Windows XP or better.

G.   SECURITY: All users must have a logon and password. Security settings have the ability to be tailored to each individual user account.   System application permissions are definable at the user level.   User accounts must be able to be authenticated through NTLM authentication.

H.   DATA CONVERSION: There will be no data conversion required.

I.   NETWORK COMPATABILITY: The County intends to use an existing TCP/IP local area network. This system must be fully compatible and maximized for use on a Microsoft Windows 2003 domain utilizing TCP/IP. Vendor must clearly note any exceptions or concerns regarding use of their software in this environment. Vendor should contact county with any questions or requests for clarification.

J.   INTEGRATIONS:
The ability to integrate with other SQL based systems.

K.   LICENSING:
The proposed system must provide all components necessary for complete functionality for a minimum of 25 users. Please detail the licensing methodology of the software and detail any additional pricing per workstation.

L.   DATA FILES: The County's data files and the data contained therein shall be and remain the County's property and all existing data and data files shall be returned to the County by the Vendor at the Expiration Date or upon earlier termination of this Agreement in a comma delimited flat file text format on magnetic or optical medium to be specified by the County. The County's data shall not be utilized by the Vendor for any purpose other than that of rendering services to the County under this Agreement, nor shall the County's data or any part thereof be disclosed, sold, assigned, leased or otherwise disposed of to third parties by the Vendor or commercially exploited by or on behalf of the Vendor, its employees or agents. **Data must be stored in a Microsoft SQL server 2005 or better format.**

M   EXCEPTIONS:
Any exceptions to these guidelines should be noted in a detailed written explanation and attached to each copy of the bid. Exceptions to the specifications will not necessarily exclude vendors from consideration.

III.   FUNCTIONAL REQUIREMENTS:

Section	Description of Function	Response

A.   APPLICATION FUNCTIONALITY:

1. NFIRS 5.0 NFIC Certified for Fire/Rescue Incident Reporting (and state accepted).

2. Windows based system

3. Microsoft SQL Server Standard Database (2005 or better)

4. Web Based Version

5. Uses standard Windows menus & buttons (Edit, Copy, Cut, Paste, etc.) wherever possible

6. Comprehensive documentation (On-Line Help, Set Up Manual, Tutorial Manual, NFPA Code Handbook, etc.)

7. Import Data from other systems capability (such as from CAD systems)

8. Import/Export data exchange for "in the field" Laptops, non-networked PC's

9. User Defined Fields

10. User defined "lookup tables" for all Non-State reporting fields for data accuracy & efficiency

11. User allowed to select fields displayed and sort order of "lookup tables"

12. Spell Check on All Narratives: 100,000 word dictionary with a 30,000 word medical dictionary.

13. Set Timer to automate tasks

14. Multi-Level Security, able to secure a Module and the sections of that and what a member can do to that section (Add, Change, Delete, View, Access Denied). Security "Groups" are created and members are then assigned to the appropriate "Group".

15. Security "Audit Trail" on records, each record is date & time stamped with who created it, and who changed it last. Can also be set to track all changes made to a record over its' life.

16. Ability to create new or change existing Standard Reports

17. Graph / Chart Feature (allows you to create Graphs / Charts based on data)

18. Ability to easily export data to ASCII Text, Excel, PDF, and HTML formats

19. Full OLE (Windows Object Linking & Embedding), also capable of attaching files from non-OLE programs

20. Interdepartmental Messaging System

21. Separate Investigation Capability (for Non-Incident Based Investigations)

22. Auto Accident & Extrication Tracking (Per Vehicle Involved)

23. NFPA 1710 / 1720 Tracking

24. Signature Capturing

25. Ability to attach an unlimited number of files from other applications (Photographs, Maps, Drawings, etc.)

26. User defined system requirements so no important station information is forgotten, also allowed to set Default Values as well.

27. Incident status checker, checks to ensure the Incident Report is accurate as it is being entered

28. Ability to add more detailed codes to the NFPA code.

29. Automatic NFPA Fire/Rescue Experience Survey Report

30. Ability to have a staff member on an Incident Report more that once doing different activities

31. Auto calculate Staff Hours for the run

32. Detailed Mutual Aid Tracking, both Given & Received (Departments, Units, Number of Staff, Times, etc.)

33. Auto Calculate Staff experience time (difference between Alarm & In Service time)

34. Volunteer Payroll tracking for Paid Per Run / Paid Per Hour per Run Departments

35. Unit time calculations Per Unit (Alarm, Roll Out, Cancel, At Scene, Completion, Back In Service)

36. Capability to log equipment used (Hose, SCBA, Hurst Tool, etc.) and Update the Equipment's usage log file

37. Capability to log supplies used on the call, and automatically deduct them from the supply total

38. Capability to easily input an Intersection or Rural Address, as well as Numbered Addresses

39. Marks future events coming up (Training Classes, Inspections, etc.) as well as past events

40. Allows for Hydrant Inspection Entry / History

41. Passes Flow Calculations and Out of Service information to Occupancy/Preplan Records

42. Ability to track all Hydrant Specifications

43. Complete occupancy history tracking (Incidents, Inspections, Violations, Public Educations, etc.)

44. Base violation codes available (NATIONAL BOCA, OHIO BOCA, NEW JERSEY FIRE/RESCUE CODE, UFC, 2000 INTERNATIONAL FIRE/RESCUE CODE, 2003 INTERNATIONAL FIRE/RESCUE CODE, 1997 LIFE SAFETY,& 2000 LIFE SAFETY)

45. Permit tracking, permit money owed tracking separate areas for Chemicals, Storage Tanks, Contacts, Preplans (Electrical Service info, Directions, etc.),Attached Hydrants (complete with flow and specification information)

46. Automatic Flow Calculations on Occupancies based on Construction Type, Square Footage, etc.

47. Ability to link multiple Occupancies to one Property (such as a Mall, School Campus, etc.)

48. Complete Inspection & Violation capabilities with Violation Notices

49. Automatically schedule re-inspections based on outstanding violations' recheck dates.

50. Ability to track miscellaneous Occupancy Activities (Plan Reviews, Consultations, Fire/Rescue Safety Education, etc.)

51. Incident History Screen

52. Ability to link Equipment to Occupancies (Ex: Extinguishers)

53. Ability to issue Equipment / Gear to Staff Members

54. Ability to group like type of items (Hose, SCBA, etc.)

55. Ability to track funds used to purchase (Relief Funds, General Funds, Etc.)

56. Ability to track replacement years, costs to replace

57. Ability to track Serial / VIN numbers

58. Ability to reissue Unit numbers to new Apparatus easily

59. Complete usage history (Incidents, Training Exercises, Parades, Damages, etc.) for Apparatus and Equipment

60. Ability to track Fuel Usage

61. Ability to log Testing/Maintenance records in a "Batch Mode"

62. Logging Testing/Maintenance records automatically resets testing/maintenance schedules (if any exist)

63. Automatically future schedule testing and maintenance, with entries posted to the journal

64. Track Testing / Maintenance costs over life of Apparatus and Equipment

65. Track Downtime hours over life of Apparatus and Equipment

66. Track vendor information

67. Allow for multiple intervals for Testing / Maintenance (Elapsed Miles, Hours, or Days).

68. Detailed specification and testing pass/fail screens (if applicable) for Apparatus, SCBA, Hose, & Pump items

69. Detailed Supply Inventory (for flares, oil, filters, needles, gauze, etc.) with Quantity On Hand automatically calculated from purchases and consumption on Incidents, or from Other Usages (trainings, drills, etc.).

70. Ability to link multiple jobs (Oil Change, Filter Change, etc.) to one Work Order (Ex: Annual Maintenance)

71. Ability to link Equipment to Occupancies (Ex: Extinguishers)

72. Ability to track by Hours, Hours Paid, and Points

73. Ability to set up Shift Schedules into the future to schedule staff automatically to the Journal / Log Book. Also allows for shift exchanges, vacation requests, etc. by the staff members

74. Ability to track non incident activities (meetings, station work, fund raisers, inspections, on duty, etc.)

75. Ability to track Participation Percentages on Incidents & Training Classes. Can track against all activities or only the ones that the member was available for (Ex: disregard activities when at work).

76. Ability to track CEU's (Continuing Education)

77. Ability to track Staff Injuries/Casualties on Activities or Training

78. Ability to track Equipment Used on Activities or Training

79. Ability to track certifications, and their expiration dates

80. Ability to track training / experience needed to be certified automatically

81. Ability to track miscellaneous staff history (Ex: Rank Changes, Immunizations, Physicals, etc.)

82. Ability to track Gear & Equipment issued

83. Link to Incidents for Injury & Exposure information

84. Ability to memorize recurring events (weekly drills, monthly meetings) for quick data entry.

85. Rating Bureau Tracking (ISO Categories, etc.)

86. User Definable Shift Rotation Settings (24/48, 10/14, etc.)

87. Automatically Schedules Staff, Can Be Viewed for any date (past, present, or future)

88. Allows for Absences (Uncovered, or Covered By Another Staff member)

89. Allows for Extended Leave (automatically removes staff from shifts that will be missed)

90. Allows for Reassignment of Staff (can "drag and drop" for station / unit reassignments)

91. Allows for Posting Shift to the Department Log/Journal

92. Requires Approval of any Schedule Changes by an Authorized User before schedule is changed

93. Allows Users to Enter Requests for Schedule Changes (exchanges, vacation, personal time, etc.)

94. Populates Incident Staff Responding based on the schedule's current "on duty" list, per unit(s) that responded (can be overridden by the user if needed)

95. Allows for Invoice Creation from a Predetermined Billing Code

96. Allows for Full and Partial Invoice Payments

97. Tracks Open and Outstanding Balances

98. Allows for Transferring Amount to a Collection Company

99. Allows for Credits to be applied

100. Allows for Account Reconciliation